

## **Tennessee Department of Children's Services**

### **Information Systems Manager 3**

The Tennessee Department of Children's Services (DCS) is the state's public welfare agency, overseeing child protective services, permanency and juvenile justice. DCS protects children who are victims of abuse or neglect and strengthens families through services that focus on family support and preservation. DCS staff responds to over 37,000 reports of child abuse and neglect a year and employees over 4,000 statewide.

DCS is seeking to fill an Information Systems Manager 3 position. This position is stationed in Nashville, Tennessee, but has statewide responsibility. Responsibilities of the position are as follows:

This position will report to the Director of IT Operations and will manage 4-5 team members. This role will be hands on in developing team members, implementing systems, and troubleshooting as needed. This is a manager's role, but will be experienced in technical skills and perform hands on duties. The ideal candidate will have 3-5 years of management experience 7-10 years of systems administration in a large scale environment (100+ servers) with Red Hat Enterprise Linux, JBOSS 6, and Windows 2008. The ideal candidate will have experience in designing and implementing highly available, high performing systems that custom web applications can run reliably on. The ideal candidate will have experience in an Agile environment and working with programmers and database admins to implement regular updates and fixes to custom web based enterprise software. The ideal candidate will have an understanding of EJB's, SOAP, and Java to communicate effectively with the App Dev team. The ideal candidate will have knowledge of Jenkins or other DevOps platforms. The ideal candidate will have experiencing dealing with DNS, load balancers, firewalls, and IP routing.

The position will be responsible for, but not limited, to the following job responsibilities:

- Monitoring Help Desk tickets and coordinating the resolution of those tickets
- Managerial duties include approving expense reports, time, and leave
- Managerial duties include evaluating staff skills and creating training plans
- Managerial duties include creating individual performance plans to evaluate team members
- Creating Service Catalog items and SLA's relating to those items.
- Making recommendations for improving work processes and eliminating manual tasks
- Installing, configuring, troubleshooting, and optimizing JBoss
- Installing, configuring, troubleshooting, and optimizing Linux servers
- Installing, configuring, troubleshooting, and optimizing Windows servers
- Creating procedural documentation to ensure other team members can duplicate prior work
- Ensuring that staff are cross-trained to ensure proper coverage over all functional team areas

**Qualifications:** Bachelor’s Degree required in related fields of Science or with a Technology based major as well as the following:

- Requires 7 years RHEL server 5 and 6 installation, configuration, and administration experience, highly qualified candidates will have 10 years.
- Requires 5 years JBOSS 4 and 6 installation, configuration, and administration experience
- Requires 3 years of experience at a systems design level, meaning that you created systems designs involving multi-tiered servers, creating related documents, and involved in the planning, implementation, and deployment of those systems. Designs should be highly available, secure, and compliant with any regulations such as PCI or HIPAA.
- Requires 3 years of Windows server administration, highly qualified candidates will have 7 years of Windows server installation, configuration, and administration experience
- Requires 3 years of experience leading and mentoring a team of juniors.
- Requires 1 year of direct management experience, highly qualified candidates will have 5 years of direct management experience
- Requires 1 year experience with modjk, modproxy, apache, and tomcat.
- Highly desired, but not required, for candidate to have an understanding of VMware and data center network infrastructure
- Desired, but not required, experience with Jenkins on Linux in a DevOps environment
- Desired, but not required, working knowledge and experience with the LAMP model
- Desired, but not required, working knowledge of BMC remedy
- Master’s degree in technology related field will be considered a plus
- Relevant certifications from Redhat, VMware, or Microsoft will be considered a plus

#### **Desired Leadership Competencies**

Organization/Planning	Problem Solving	Decision Quality
Priority Setting	Conflict Management	Managing Diversity
Dealing with Ambiguity	Directing Others	Customer Focus
Command Skills	Action Oriented	Presentation Skills

**Send Resume to [John.Dooner@tn.gov](mailto:John.Dooner@tn.gov)**

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